

AT&T Billing and Payment

7. Late Payment Charge

A Late Payment Charge of 1.5 percent will be applied to your bill on an unpaid balance of \$10 or more (excluding non-regulated charges). If payment is not received by the Late Payment Date printed on your bill. This will not be less than 22 calendar days from the postmark on your billing envelope.

Payment by the DUE-BY DATE is still required to avoid interruption of service. The additional late charge does not relieve you of your obligation to pay before the DUE-BY DATE.

8. If You Have a Question

Call the AT&T Nevada Service Center on 1-800-288-2020 for Residential Customer Service or 1-800-910-0288 for Business Customer Service.

9. Returned Checks

You will be charged for checks returned for any reason. If your account was delinquent when paid, your service will be subject to an immediate disconnect.

Understanding Your Phone Bill

To better understand charges that may appear on your bill, following is a glossary of some of the most commonly used terms.

Federal Tax—Federal Excise Tax assessed by the federal government.

Local Tax—Assessed by your local government on charges within Nevada.

Monthly Charges and Credits—These sections are for itemizing all products and optional services billed monthly. Services are separated into "Basic" and "Optional" on residential accounts. Basic Services are those necessary for having phone service.

Network Access for Interstate Calling—A charge imposed by the Federal Communications Commission on all phone lines.

Non-Regulated Charges—Charges for services not regulated by the Public Utilities Commission of Nevada.

Additions and Changes—This section of the bill shows additions or changes to your service. Charges are shown for installations, connections and prorated charges for monthly service you had for less than a full month.

Regulated Charges—Charges for services that are regulated by the Public Utilities Commission of Nevada.

Service Area—Nevada is divided into two service areas. Calls placed within your service area are provided by AT&T Nevada or your local Toll Carrier. Calls outside your service area are provided by your long-distance company.

For further bill explanation go online at www.att.com/bill.

Deaf, Hard of Hearing and Speech Impaired Services

How to Reach Us

"TTY only" means the telephone is answered using a Telecommunications Device for the Deaf, and communication can only be made with another TTY device.

"TTY & Voice" means that both TTY users and non-TTY users can communicate over the line.

AT&T Nevada Service Center
TTY and voice users 1-800-356-4040

AT&T Nevada Repair Service
TTY users only 1-800-228-4040

Deaf, Hard of Hearing and Speech Impaired equipment (Teletypewriter (TTY), Telebraille and telephone signalers are available at no charge to qualified deaf, hard of hearing, deaf-blind and speech impaired people. This service is made possible through a surcharge on all Nevada telephone customers' monthly phone bills.

Southern Nevada Residents—Contact the Nevada Association of the Handicapped (NAH), 3100 East Lake Mead Blvd., Suite 4A, North Las Vegas, NV 89030 or call TTY 1-702-649-9177 or Voice: 1-702-649-7085. Email address: randitdd@aol.com

Northern Nevada Residents—Contact the Northern Nevada Center for Independent Living (NNCIL), 999 Pyramid Way Sparks, NV 89431 or call TTY/Voice: 1-775-353-3599. Email address: mrfad.nncil@uno.com.

Telecommunications Relay Service

Dial: 711

"Relay Nevada" is a statewide service for people who are deaf, hard of hearing or speech impaired. This service is available for 24 hours per day, 365 days a year, with no restriction on length or number of calls placed. Specially trained relay agents complete all calls and stay on-line to relay messages from TTY users to voice phone users. Voice Carry Over and Hearing Carry Over services are also available. All calls are through Relay Nevada are held in strict confidence. Calls can be made to or from anywhere in the United States.

International Calling is also provided on Relay Nevada. International Relay calls to the United States from another country can be made by dialing 1-605-224-1837.

Reaching Relay Nevada for customers in Nevada only

TTY, VCO or HCO: 1-800-326-6868
Voice: 1-800-326-6868
Spanish Relay Service: 1-800-877-1219
Speech to Speech: 1-800-326-5658
900 Service: 1-900-230-2300

This service also includes optional billing to a third party, as well as collect and calling card calls. For customer service inquiries, or to make comments about Relay Nevada, call 1-800-676-3777. Additional information is available at www.relaynevada.com. This service is made possible through a surcharge on all Nevada telephone customers' monthly phone bills.

Deaf, Hard of Hearing and Speech Impaired Services

TTY Call to Non-Emergency Numbers

If your call does not require immediate fire or police or medical response, Reno and Washoe County customers with a TTY should dial 1-775-334-2154 for non-emergency fire, police, or medical assistance.

Directory Listings for TTY Users

Customers who have a TTY may include this information as a part of their directory listing at no additional charge.

Examples:

Smith, J.J.
TTY Only 555-8888
Or
Smith, J.J.
TTY & Voice 555-8888

Exemptions from Directory Assistance and Operator Service Charges

If a disability makes it difficult for you to look up numbers in the telephone book and/or dial numbers, call the AT&T Nevada Service Center. You may qualify for exemption from directory assistance and/or operator service charges only from your home telephone service.

Directory Services and Assistance

Calling Directory Assistance

Within your Service Area

All communities except manual toll stations.

For numbers within the
702 or 775 area code, dial:

411
or
1 + 702 + 555-1212
or
1 + 775 + 555-1212

For numbers outside your area code, dial:

411
or
1 + area code + 555-1212

For the telephone numbers of customers who have "800" Numbers, dial:

1 + 800 + 555-1212

Charges for Directory Assistance*

Each direct-dialed call	\$1.89
Directory assistance calls placed through "0" operator	\$1.00**
National Directory Assistance	\$1.99
Reverse Directory Assistance	\$1.99

* The visually and physically impaired may apply for exemption from these charges. Please see "Deaf, Hard of Hearing and Speech Impaired" page A11 or contact the AT&T Nevada Service Center.

** Plus the additional \$1.89 Directory Assistance Charge.

Additional Directory Assistance Charges

For specific charges call the AT&T Nevada Service Center on 1-800-288-2020 for Residential Customer Service or 1-800-910-0288 for Business Customer Service.

Foreign Exchange service for customers located in other exchange carrier areas.

Searches for unlisted numbers.

Numbers which the operator cannot find.

Coin telephone calls to directory assistance within the state of Nevada.

Charges may apply for calls to directory assistance from coin telephones requesting numbers outside the state of Nevada. Dial 411.

Directory Services

The directory services listed below are described in detail in the "Catalog of Services", page A8:

Additional Listings
Appointment Service
List Service
Non-Published Numbers

How to Obtain Directories

Additional directories for your area
1-800-848-8000

Directories for other areas
1-800-848-8000 (A charge may apply.)

Directories available for the 702 or 775 area code:

Lake Tahoe
Nevada Northern Rural
Nevada-Reno
Pahrump Southern Nevada

Errors in Directory Listings

If your listing is incorrect or has been mistakenly deleted from this directory call the AT&T Nevada Service Center on 1-800-288-2020 for Residential Customer Service or 1-800-910-0288 for Business Customer Service. We will adjust our records accordingly.

Appendix G:
Copies of Relay Brochures or Other
Advertisements

Relay Nevada
&

Sprint
Relay

Sprint Relay are proud
sponsors of the 37th annual
National Softball Association
of the Deaf tournament

SPRINT RELAY

www.sprintrelay.com

Sprint CapTel Relay

www.sprintcaptel.com

Sprint Internet Relay

www.sprintip.com

Sprint Speech-to-Speech

www.sprintsts.com



SPRINT RELAY STORE

Wireless phones with
unlimited data only plan!

www.sprintrelaystore.com



RELAY NEVADA

Dial 7-1-1 & Connect

www.relaynevada.com

Nevada CapTel Service

www.nevadacaptel.com

